GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1083
ANSWERED ON:02.03.2016
Feedback from Rail Users
Pal Shri Jagdambika

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has implemented any system for collecting direct feedback from the railway users through phone calls and if so, the details thereof;

(b) the details of the number of people reached out to in the past year and the number of people who agreed to provide feedback;

(c) the kind of data collected through these feedback calls;

(d) whether the passengers are satisfied with the overall service of the Railways; and

(e) if so, the details thereof and if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (e) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.1083 BY SHRI JAGDAMBIKA PAL TO BE ANSWERED IN LOK SABHA ON 02.03.2016 REGARDING FEEDBACK FROM RAIL USERS.

(a) Yes, Madam. Feedbacks are being taken on services of railways with effect from 01.07.2015. The feedbacks are being collected on Platform Cleanliness, Train Punctuality, Air Condition cooling, Bed Roll, Food quality and Train Cleanliness. The feedback responses are being taken as Good, Satisfactory or Bad.

(b) The number of feedback initiated and received from 01.07.2015 to 24.02.2016 are as under:-
Feedback initiated -6,59,02,839.
Feedback received -2,37,29,872.

(c) Passengers are requested to rate the following Services of Indian Railways as Good, Satisfactory or Bad:-
1. Platform Cleanliness
2. Train Punctuality
3. Air Condition cooling
4. Bed Roll
5. Food Quality
6. Train Cleanliness.

(d) and (e) Based on the response received from passengers from 01.07.2015 to 24.02.2016 through Passenger Feedback System on the assumption (i.e. 2 for good, 1 for satisfactory & 0 for bad), the marks obtained through the feedback for the above services is 52.5%.
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